

Name: \_\_\_\_\_

Date: \_\_\_\_\_

1. Why is the need for trained and skilled automotive technicians greater than ever?
  - A. Because vehicles are less complex now.
  - B. Due to the decreasing numbers of different types of lubricants and coolants.
  - C. Construction of parts hasn't changed over the years.
  - D. Vehicles are becoming more intricate with the integration of electrical and electronic components and sensors.
  
2. What is the significance of vehicle warranties?
  - A. Warranties only cover wear and service items.
  - B. They guarantee to the purchaser that the vehicle will function as specified, with specific conditions under which the warranty will be honored.
  - C. Warranties always require service to be performed by any mechanic.
  - D. They ensure that technicians do not have to be certified to perform repair works.
  
3. Where does a new vehicle preparation person learn the activities associated with preparing a new vehicle for delivery?
  - A. From the owner's manual of the car.
  - B. From general industry standards.
  - C. From guidelines published by the vehicle manufacturer.
  - D. From local vehicle service facilities.
  
4. For an automotive service technician to be successful, which of the following is NOT necessarily required?
  - A. The ability to work 80 hours a week.
  - B. Good hearing and eyesight.
  - C. The ability to lift between 25 and 50 pounds.
  - D. Mechanical aptitude and interest.
  
5. Which of the following tasks is NOT typically performed by a general service technician?
  - A. Intake manifold gasket replacement.
  - B. Installing roof racks and running boards.
  - C. Correcting lighting and accessory faults.
  - D. Replacing fuel injectors.
  
6. Which of the following is NOT a typical duty of a shop foreman?
  - A. Test-driving the customer's vehicle to verify the customer concern
  - B. Assigning work to the service technicians
  - C. Recording the vehicle identification number (VIN) of the vehicle on the work order
  - D. Helping to maintain the shop and shop equipment
  
7. A service advisor should:
  - A. Diagnose the problem of the vehicle
  - B. Work on repairing the vehicle themselves
  - C. Keep the customer informed as to the progress of the service work
  - D. Be able to replace parts in the vehicle

8. In a smaller independent shop, who usually performs the duties of a shop foreman, service manager, and the lead technician?

- A. The owner
- B. The service technician
- C. The shop foreman
- D. The service advisor

9. The duties of a sales manager include all of the following EXCEPT:

- A. Train new salespeople
- B. Answer to the general manager or dealership principal
- C. Conduct sales promotion activities
- D. Locate the correct parts for the service technician or customer

10. Who is responsible for getting the correct part for the service technician?

- A. Parts Counter Person
- B. Shop Foreman
- C. Service Manager
- D. Service Advisor

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Chapter 2

Multiple Choice Quiz B

Answer Key

1. D

2. B

3. C

4. A

5. B

6. C

7. C

8. A

9. D

10. A